

# LEVEL 5 OPERATIONS/DEPARTMENTAL MANAGER



## DIPLOMA

Principles of Developing, Managing and Leading Individuals and Teams to Achieve Success  
Managing Stakeholder Relationships  
Managing Projects to Achieve Results  
Managing Change  
Creating and Delivering Operational Plans  
Managing Finance  
Using Reflective Practice to Inform Personal and Professional Development

Workshop sessions

Webinars

Management Direct

FI Online

E-Portfolio

Reviews

121s

TUTOR AND COACH SUPPORT

first intuition  IMPACT SKILLS

Leadership  
Integrated skills – Business Risks  
Integrated skills – Big data  
Advanced communication  
Advanced teamworking  
Advanced change management  
Effectiveness and management  
Professional skills



**(1) PRINCIPLES OF LEADERSHIP AND MANAGEMENT**

**(2) MANAGING SELF**

**(3) MANAGING PEOPLE AND DEVELOPING RELATIONSHIPS**

**(4) DELIVERING RESULTS**

**END-POINT ASSESSMENT**

MONTHS 1 - 3

MONTHS 4 - 6

MONTHS 7 - 9

MONTHS 10 - 18

MONTHS 18 - 22

# About the course

## Level 5 Operations/Departmental Manager

### About the course

Course length and location

18-22 months, London FI Centre, W1T 6AA

### Fees and funding

Registration fee £200 (not included in the apprenticeship funding)

Apprenticeship funding band £7,000 (includes all assignments and end-point-assessment)

### Course details

The programme consists of 3 elements:

1. CMI Diploma in Principles of Leadership and Management
2. First Intuition Impact Skills Programme
3. On-programme support and EPA readiness

#### CMI Diploma in the Principles of Leadership and Management

Each module includes a range of online resources to develop the knowledge and assignments will build the skills. All assignments are assessed by your tutor-coach who will provide feedback and support to encourage opportunities and develop the skills in your workplace.

#### Impact skills programme

Each module provides a range of online resources including videos and worksheets. A face to face workshop day to build skills and provide a non-impact environment to practice and develop these skills. There are also tasks and activities to build a portfolio of evidence and encourage the implementation in the work place.

#### On-programme support and EPA

A face to face introduction day which provides an induction onto the apprenticeship and qualification and provides the first workshop based skills training.

Monthly remote meetings with your tutor-coach to discuss progression and provide feedback and guidance to support progression on-programme.

Regular webinars to provide key milestones and set plans and targets for the forthcoming modules.

Supported end-point assessment learning and preparation throughout the programme with a face to face session pulling together the skills, behaviours and knowledge.

## Structure

### Online

Our learning platform provides a wealth of online resource which includes videos, blogs and course materials together with activities and tasks to build your portfolio of evidence and enable you to submit your assignments and receive feedback from your tutor.

ManagementDirect supports you through the diploma with leader videos, best practice resources, checklists, document templates and much more. Going beyond the syllabus and providing you with optional CPD to progress in areas of interest or benefit.

Videos – these range from 60 seconds to 20 minutes and for many topics there is a choice of resource depending on your available time and depth of knowledge and experience.

### Face to face

A face to face workshop day to build skills and provide a non-impact environment to practice and develop these skills. There are also tasks and activities to build a portfolio of evidence and encourage the implementation in the work place

Session	Month (Start date October 2019)	Month (Start date February 2020)
Introduction	October 2019	February 2020
Leadership	November 2019	March 2020
Integrated skills – Business Risks	December 2020	April 2020
Advanced communication	January 2020	May 2020
Effectiveness and management	March 2020	July 2020
Advanced teamworking	May 2020	September 2020
Advanced change management	August 2020	December 2020
Integrated skills – Big data	October 2020	February 2021
Professional skills	February 2021	June 2021

### Assignment and portfolio

Assignments – each module requires the submission of 1-4 assignments, these have been broken down into bite-sized tasks to enable you to progress through the diploma at a steady pace. Assignments will range from a short reflection or identifying a piece of work based evidence or example to a 2,500 word report.

### Webinars and tutor/coach sessions

Monthly coaching sessions are designment to keep you on track and support your development in terms of achieving the CMI qualification and also building the experiences in the workplace. Webinars will kick-start each section of the apprenticeship, reviewing learning to date and introducing the next modules and setting targets.

Our progress reviews are face to face and provide an opportunity to discuss topic specific queries but also general apprenticeship progression and destinations.

#### Teaching methods

**CMI Diploma in Principles of Leadership and Management** (170 GLH) consists of eight modules, with technical knowledge delivered through a series of online resources which include course notes, videos and activities. Application and development of these skills in the workplace is built through activities which will feed into the qualification assignments to be submitted for assessment. Tutor-Coach support is provided throughout with technical assistance, support and feedback.

**The Impact Skills Programme** consists of eight modules each one is supported with a range of videos and action sheets, a face to face workshop for each module provide a safe environment to develop and practice the skills enabling experience before applying these skills in the workplace. The Impact Skills Programme is integrated with the CMI Diploma in First Line Management and will support the experiences and knowledge required to complete the assessed assignments. Activities will form the basis of the portfolio requirements for EPA (end-point-assessment)

**The First Intuition Support Model** provides for dedicated support from our experienced, qualified tutor/coaches through from sign up to completion. This include an introductory face to face session in centre, which includes an induction to the qualification, apprenticeship, our virtual learning area and resources. At the introductory session you will meet the First Intuition Leadership and Management team and your study schedule will be set together with targets for the first 3 months. Your coach will be available to support the completion of assignments as well as assessing and providing you with feedback. Monthly one to one remote meeting will keep your studies on track and provide the opportunity to review and set interim study plan targets. Quarterly face to face reviews with your coach to discuss progress and, where applicable, involve your line manager in your apprenticeship journey. For each section of the programme a webinar session will recap on progress to date and introduce the next learning area.